(a) the number of coin booths of BSNL that are functioning in Karnataka;

(b) the number of them that are in Bangalore;

(c) whether Government have increased the call rate from Re. 1 to Rs. 2;

(d) if so, the commission that the owner of the coin booths gets per call;

(e) the reasons for increasing the call rate from Re. 1 to Rs. 2; and

(f) whether Government have received any representation from the coin booth owners in Karnataka to increase the commission rate per call?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEELAHMAD): (a) and (b) Sir, in Bharat Sanchar Nigam Limited (BSNL), 1,65,928 coin booths are functioning in Karnataka as on 31.03.2005, out of which 80,054 coin booths are functioning in Bangalore.

(c) BSNL had issued instructions vide order dated 22.12.2004 to increase the call rate from Re. 1/- to Rs. *2/-* for calls from Coin Collection Box (CCB) Public Call Offices (PCOs) with effect from 01-04-2005. The policy has since been revised vide order dated 22-03-2005 and the calls from CCB PCOs are charged at the rate of Re. 1/- per call of 60 seconds duration with effect from 01-04-2005.

(d) to (f) Do not arise in view of (c) above.

Expansion of Mobile Service in Chhattisgarh

† 4511. SHRIMATI KAMLA MANHAR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of mobile connections of BSNL operating in the State of Chhattisgarh as on 31st December, 2004;

(b) whether such mobile service has been commenced at all District Headquarters and Tehsil Headquarters;

(c) the scheme of expansion of this mobile service in the State of Chhattisgarh;

† Original notice of the question was received in Hindi.

(d) whether Mobile Telephone connections BSNL is available on demand in the State of Chhattisgarh; and

(e) if not, how long the present situation would continue to prevail?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The number of Mobile connections of Bharat Sanchar Nigam Limited (BSNL) working in the State of Chhattisgarh as on 31.12.2004 are 32815.

(b) BSNL cellular services are operational in all 16 District head Quarters and 28 out of 97 Tehsil Head Quarters in Chhattisgarh.

(c) Remaining THQs are planned to be covered with BSNL cellular services during the year 2005-06 and accordingly, BSNL has proposed expansion of network by a capacity of 1.5 lakh lines in the State of Chhattisgarh.

(d) and (e) No, Sir. BSNL mobile services in the State is likely to be available on demand soon on the availability of additional capacities during the financial year.

Setting up of Customer Care Centres

4512. SHRI K. RAMA MOHANA RAO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the total number of Customer Care Centres in the country, State-wise;

(b) whether it is a fact that a target of setting up of 900 Customer Care Centres in the country during the Tenth Five Year Plan has been fixed;

(c) if so, the number of Customer Care Centres set up during the last three years of the Tenth Five Year Plan, year-wise and State-wise; and

(d) what mechanism does Customer Care Centres have to ensue for speedy settlement of problems?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The total number of customer service centres in the country, state-wise is given in statement-l *(See* below)